



State Classification: Managed Care Program Manager 2, Executive Service
Working title: Quality Oversight EPSDT Outreach Director, Division of TennCare
Location: Nashville, TN

TennCare's mission is to support a healthier Tennessee by improving lives through high-quality cost effective care. TennCare has been a leader in innovation through clinical care models and delivery system payment reform while promoting the delivery of high quality services within a sustainable budget. TennCare's Medical Office sits at the forefront of this mission to support clinical quality and operations, federal and state policy, and strategic innovation for the agency. The Quality Oversight Division is an integral team within the Medical Office that is responsible for monitoring, reporting, and leading innovative strategies focused on improving clinical quality and health outcomes.

Operationally, the Quality Oversight Division works closely with several TennCare divisions to lead development and execution of a comprehensive quality strategy. Additionally the Quality Oversight team plays a strategic role in TennCare initiatives focused on improving clinical care and outcomes for TennCare members, including primary care transformation and population health. Externally, the Quality Oversight Division works closely with TennCare's contracted organizations and other state agencies to provide oversight of quality performance and data reporting for TennCare members. The **Quality Oversight EPSDT Outreach Director** will be a key member on the Quality Oversight Team reporting to the Quality Oversight Chief Quality Director.

Position Overview:

The main scope of this position is to address quality oversight related to the EPSDT (Early Periodic Screening, Diagnosis and Treatment) Outreach program and the TennCare Kids program and to ensure compliance with the required quality measures reported according the contractual requirements. An employee in this position supervises staff responsible for the maintenance and further development of the following: receipt, verification and analysis of reports from contracted entities; contract compliance of information and education to providers regarding the EPSDT Outreach and TennCare Kids program and updates to the reporting and documentation requirements for the program. Additionally, this position is responsible for the following: contract management updates as needed; data tracking and reporting to internal and external stakeholders; development, implementation, and education regarding school-based programs and community outreach plans and continual process improvement efforts.

Responsibilities include:

- Ongoing program oversight related to TennCare Kids program planning, evaluation, development, needs assessment, and resource allocation.
- Ongoing monitoring of Managed Care Organizations (MCOs) and the Tennessee Department of Health (TDH) EPSDT Outreach and Screening to ensure that each are meeting contractual obligations.



- Responsible for development and/or revision and implementation of community outreach projects related to TennCare Kids through leading of workgroup collaborative activities. Ensuring that projects are completed on time and in accordance with TennCare policies.
- Ongoing oversight of the TennCare Kids team, including work assignments, planning, development of staff and proper allocation of resources.

Minimum Qualifications:

Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years professional level experience interpreting policy or procedural provisions for a TennCare, Medicaid, Managed Care, or other related health insurance organization, of which two years must include drafting contractual requirements, developing rules and regulations, or supervising professional staff who deal with health insurance.

Substitution of Experience for Education:

Five years of full-time work as a Managed Care Specialist, Managed Care Program Manager and/or Managed Care Division Director with the State of Tennessee, of which one year must be at the Managed Care Specialist 3 or higher level.

Desirable Qualifications:

- Experience in Health program implementation, member outreach, and program evaluation
- Possesses an understanding of data analytics and Health Quality performance measures
- Has strong computer skills including basic level of proficiency in Excel applications
- Possesses an understanding of Managed Care Organizations accreditation standards and HEDIS measures
- Ability to adapt to changing priorities and deadlines
- Ability to maintain accurate records
- Ability to exercise sound judgment
- Possesses strong organizational skills, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines.
- Excellent writing and communication skills required.

Minimum Starting Salary: \$3,533 per month

Compensation and benefits arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position. Interested candidates should send resumes to Rhonda.F.Fletcher@tn.gov.

Please put **Managed Care Program Manager 2 EPSDT** in the Subject line.

"Pursuant to the State of Tennessee's policy of nondiscrimination, TennCare does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability, or military service in its policies, or in the admission or access to, or treatment or employment in, its program service or activities."